B4420-2-F

Harvard Community
Health Plan

Comparing Health Systems

An International Survey of Consumer Satisfaction

TABLES

		Page
TABLE 1:	OVERALL SATISFACTION	1
TABLE 2:	PERCEIVED APPROPRIATENESS OF SPENDING ON VARIOUS ASPECTS OF HEALTH CARE	2
TABLE 3:	PERCEIVED UNDERTREATMENT	3
TABLE 4:	SATISFACTION WITH VARIOUS FACTORS WHEN IT COMES TO HEALTH CARE	4
TABLE 5:	THE IMPORTANCE OF VARIOUS FACTORS WHEN IT COMES TO HEALTH CARE	5
TABLE 6a:	OVERALL SATISFACTION	6
TABLE 6b:	THE IMPORTANCE OF VARIOUS FACTORS WHEN IT COMES TO HEALTH CARE	7
TABLE 6c:	SATISFACTION WITH VARIOUS FACTORS WHEN IT COMES TO HEALTH CARE	8
TABLE 6d:	PERCEIVED UNDERTREATMENT	9
TABLE 6e:	PERCEIVED APPROPRIATENESS OF SPENDING ON VARIOUS ASPECTS OF HEALTH CARE	10
TABLE 7a:	OVERALL SATISFACTION BY SEX	11
TABLE 7b:	THE IMPORTANCE OF VARIOUS FACTORS WHEN IT COMES TO HEALTH CARE BY SEX	12
TABLE 7c:	SATISFACTION WITH VARIOUS FACTORS WHEN IT COMES TO HEALTH CARE BY SEX	13
TABLE 7d:	PERCEIVED UNDERTREATMENT BY SEX	14
TABLE 7e:	PERCEIVED APPROPRIATENESS OF SPENDING ON VARIOUS ASPECTS OF HEALTH CARE BY SEX	15
TABLE 8a:	OVERALL SATISFACTION	16
TABLE 8b:	THE IMPORTANCE OF VARIOUS FACTORS WHEN IT COMES TO HEALTH CARE	17
TABLE 8c:	SATISFACTION WITH VARIOUS FACTORS WHEN IT COMES TO HEALTH CARE	18

(CONTINUED)

TABLES (CONTINUED)

		Page
TABLE 8d:	PERCEIVED UNDERTREATMENT	19
TABLE 8e:	PERCEIVED APPROPRIATENESS OF SPENDING OF VARIOUS ASPECTS OF HEALTH CARE	20
TABLE 9a:	OVERALL SATISFACTION IN THE U.S. BY TYPE OF INSURANCE	21
TABLE 9b:	THE IMPORTANCE OF VARIOUS FACTORS WHEN IT COMES TO HEALTH CARE IN THE U.S. BY TYPE OF INSURANCE	22
TABLE 9c:	SATISFACTION WITH VARIOUS FACTORS WHEN IT COMES TO HEALTH CARE IN THE U.S. BY TYPE OF INSURANCE	23
TABLE 9d:	PERCEIVED UNDERTREATMENT IN THE U.S. BY TYPE OF INSURANCE	24
TABLE 9e:	PERCEIVED APPROPRIATENESS OF SPENDING ON VARIOUS ASPECTS OF HEALTH CARE IN THE U.S. BY TYPE OF INSURANCE	25

Table 1

Overall Satisfaction

Q.: Overall, how satisfied would you say you are with the health care available to you and members of your household -- very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?

	Six Countries Total	United States	Canada	Japan	Britain	Germany	Sweden
Base	6036	1006	1026	1000	1002	1000	1002
	%	%	%	%	%	%	%
Satisfied	84	88	94	67	87	92	82
Very	41	55	60	12	39	45	28
Somewhat	43	33	34	55	48	47	54
Not Satisfied	14	10	6	27	12	8	17
Not very	11	7	5	24	9	7	14
Not at all	3	3	1	3	3	1	3

Table 2

Perceived Appropriateness of Spending
On Various Aspects of Health Care

Q.: As far as you know, thinking not about what you may spend personally but on the total amount of money being spent on (READ EACH ITEM) in (NAME OF COUNTRY), would you say this amount is too high, too low, or about right?

	Six Countries Total	United States	Canada	Japan	Britain	Germany	Sweden
Base	6036	1006	1026	1000	1002	1000	1002
	%	%	%	%	%	%	%
Amount Spent on:							
Hospitalization is:							
Too high	52	79	18	54	3	19	15
Too low	17	5	34	3	74	25	31
About right	24	14	34	29	17	45	38
Physicians is:							
Too high	49	72	24	47	6	34	8
Too low	9	3	12	3	43	8	21
About right	32	22	48	37	37	44	50
Treating patients who who terminally ill is:							
Too high	29	33	10	54	2	7	7
Too low	22	20	25	1	52	38	28
About right	31	37	35	16	27	35	36
Advanced medical Technology is:							
Too high	27	27	9	56	3	10	6
Too low	22	19	34	2	58	27	32
About right	38	48	36	21	25	47	37

Q.3

Table 3

Perceived Undertreatment

"Have Ever"

Q.: Have you or has a member of your household ever felt like you weren't getting enough care -- have you or they ever (READ EACH ITEM), or haven't you?

Base	Six Countries Total 6036 %	United States 1006 %	Canada 1026 %	Japan 1000 %	Britain 1002 %	Germany 1000 %	Sweden 1002 %
Been discouraged from seeking medical treatment	20	21	22	26	12	12	6
Been unable to see a specialist when you needed one	19	18	28	21	16	19	16
Been unable to get all the diagnostic tests you needed	18	20	24	14	16	21	18

Q.1b

Table 4

Satisfaction With Various Factors
When It Comes To Health Care

Q.: And with respect to the health care you and members of your household currently receive how satisfied are you when it comes to (READ EACH ITEM) -- would you say you are very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?

	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
	Very Satisfied	Total Satisfied	Very Satisfied	Total Satisfied	Very Satisfied	Total Satisfied	Very Satisfied	Total Satisfied	Very Satisfied	Total Satisfied	Very Satisfied	Total Satisfied	Very Satisfied	Total Satisfied
Base	6036	6036	1006	1006	1026	1026	1000	1000	1002	1002	1000	1000	1002	1002
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Not having to wait too long to get an appointment to see the doctor once you call	42	74	55	84	52	82	21	53	41	76	36	70	24	66
Receiving health care of the best possible quality	41	80	55	87	55	91	16	62	39	83	34	81	32	75
Being able to get the most advanced tests, drugs, medical procedures, and equipment	40	77	58	87	48	84	16	59	30	75	27	73	25	67
Having enough personal control over decisions affecting your own medical care	39	78	56	88	52	87	17	64	32	78	28	71	21	61
Being able to get elective surgery -- that's surgery for conditions that aren't immediately life-threatening -- promptly without much delay	33	68	50	79	32	65	12	55	23	61	21	60	25	66
Minimizing your personal out-of-pocket costs for health care	31	70	41	75	51	86	15	55	22	69	23	75	31	80
The opportunity for everyone to receive top-quality health care regardless of their income	31	63	38	64	50	84	21	56	20	54	28	67	29	70

LOUIS HARRIS AND ASSOCIATES

Q.1a

Table 5

The Importance of Various Factors When It Comes To Health Care

"Absolutely Essential"

Q.: I'd like to ask you how you feel about different things people expect when it comes to health care. With respect to health care in general, for you and members of your household, how important is (READ EACH ITEM) -- is it absolutely essential, very important, somewhat important, or not important?

Base	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
	Absolutely Essential 6036 %	Total Important 6036 %	Absolutely Essential 1006 %	Total Important 1006 %	Absolutely Essential 1026 %	Total Important 1026 %	Absolutely Essential 1000 %	Total Important 1000 %	Absolutely Essential 1002 %	Total Important 1002 %	Absolutely Essential 1000 %	Total Important 1000 %	Absolutely Essential 1002 %	Total Important 1002 %
The opportunity for everyone to receive top-quality health care regardless of their income	48	97	49	97	58	100	42	91	59	99	38	98	67	99
Receiving health are of the best possible quality	39	96	46	98	55	99	20	87	51	99	27	99	54	100
Having enough personal control over decisions affecting your own medical care	33	94	42	97	39	98	25	85	31	95	20	96	31	97
Being able to get the most advanced tests, drugs, medical procedures, and equipment	33	95	39	97	42	98	28	91	34	98	16	92	31	97
Minimizing your personal out-of-pocket costs for health care	29	92	35	96	30	94	35	93	18	88	10	86	16	75
Not having to wait too long to get an appointment to see the doctor once you call	28	97	29	98	34	98	34	94	30	97	14	96	22	99
Being able to get elective surgery -- that's surgery for conditions that aren't immediately life-threatening -- promptly without much delay	17	84	21	94	21	91	8	61	25	94	11	79	20	97

LOUIS HARRIS AND ASSOCIATES

Q.2

Table 6a

Overall Satisfaction

Age 50 and Over

Q.: Overall, how satisfied would you say you are with the health care available to you and members of your household -- very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?

Base	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
	Age 50 or Over	Total	Age 50 or Over	Total	Age 50 or Over	Total	Age 50 or Over	Total	Age 50 or Over	Total	Age 50 or Over	Total	Age 50 or Over	Total
	2028	6036	340	1006	283	1026	299	1000	376	1002	351	1000	379	1002
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Satisfied														
Very	46	41	60	55	66	60	17	12	49	39	49	45	27	26
Somewhat	40	43	29	33	29	34	55	55	41	48	44	47	55	55
Not Satisfied														
Not very	9	11	7	7	3	5	15	24	5	9	5	7	13	15
Not at all	2	3	2	3	2	1	2	3	4	3	*	*	4	3

*Less than 0.5%.

LOUIS HARRIS AND ASSOCIATES

Q.1a

Table 6b

The Importance of Various Factors
When It Comes To Health Care

Age 50 or Over

"Absolutely Essential"

Q.: I'd like to ask you how you feel about different things people expect when it comes to health care. With respect to health care in general, for you and members of your household, how important is (READ EACH ITEM) -- is it absolutely essential, very important, somewhat important, or not important?

	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
Base	Age 50 or Over 2028 %	Total 6036 %	Age 50 or Over 340 %	Total 1006 %	Age 50 or Over 283 %	Total 1026 %	Age 50 or Over 299 %	Total 1000 %	Age 50 or Over 376 %	Total 1002 %	Age 50 or Over 351 %	Total 1000 %	Age 50 or Over 379 %	Total 1002 %
The opportunity for everyone to receive top-quality health care regardless of their income	42	48	39	49	56	58	39	42	61	59	36	38	63	67
Receiving health are of the best possible quality	34	39	34	46	52	55	24	20	54	51	26	27	54	54
Having enough personal control over decisions affecting your own medical care	27	33	32	42	32	39	47	25	32	31	15	20	29	31
Being able to get the most advanced tests, drugs, medical procedures, and equipment	26	33	25	39	40	42	30	28	37	34	15	16	29	31
Minimizing your personal out-of-pocket costs for health care	26	29	28	35	30	30	35	35	21	18	12	10	20	16
Not having to wait too long to get an appointment to see the doctor once you call	26	28	22	29	35	34	38	34	33	30	15	14	23	22
Being able to get elective surgery -- that's surgery for conditions that aren't immediately life-threatening -- promptly without much delay	15	17	15	21	22	21	10	8	30	25	12	11	23	20

LOUIS HARRIS AND ASSOCIATES

Q.1b

Table 6c

Satisfaction With Various Factors
When It Comes To Health Care

Age 50 or Over

"Very Satisfied"

Q.: And with respect to the health care you and members of your household currently receive how satisfied are you when it comes to (READ EACH ITEM) -- would you say you are very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?

	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
Base	Age 50 or Over 2028 %	Total 6036 %	Age 50 or Over 340 %	Total 1006 %	Age 50 or Over 283 %	Total 1026 %	Age 50 or Over 299 %	Total 1000 %	Age 50 or Over 376 %	Total 1002 %	Age 50 or Over 351 %	Total 1000 %	Age 50 or Over 379 %	Total 1002 %
Being able to get the most advanced tests, drugs, medical procedures, and equipment	47	40	67	58	53	48	21	16	45	30	32	27	30	24
Having enough personal control over decisions affecting your own medical care	44	39	60	56	55	52	24	17	39	32	37	29	23	19
Receiving health care of the best possible quality	47	41	60	55	62	55	23	16	48	39	43	35	35	33
Not having to wait too long to get an appointment to see the doctor once you call	51	42	64	55	60	52	27	21	54	41	48	37	26	21
Being able to get elective surgery -- that's surgery for conditions that aren't immediately life-threatening -- promptly without much delay	35	33	52	50	37	32	14	12	30	23	27	22	26	23
Minimizing your personal out-of-pocket costs for health care	40	31	45	41	53	51	22	15	30	22	27	24	26	30
The opportunity for everyone to receive top-quality health care regardless of their income	36	31	42	38	54	50	27	21	29	20	37	29	27	27

LOUIS HARRIS AND ASSOCIATES

Q.3

Table 6d

Perceived Undertreatment

Age 50 or Over

"Have Ever"

Q.: Have you or has a member of your household ever felt like you weren't getting enough care -- have you or they ever (READ EACH ITEM), or haven't you?

	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
Base	Age 50 or Over 2028 %	Total 6036 %	Age 50 or Over 340 %	Total 1006 %	Age 50 or Over 283 %	Total 1026 %	Age 50 or Over 299 %	Total 1000 %	Age 50 or Over 376 %	Total 1002 %	Age 50 or Over 351 %	Total 1000 %	Age 50 or Over 379 %	Total 1002 %
Been discouraged from seeking medical treatment	16	20	17	21	17	22	22	26	8	12	11	12	4	6
Been unable to get all the diagnostic tests you needed	17	18	18	20	23	24	15	14	13	16	19	21	17	18
Been unable to see a specialist when you needed one	17	19	16	18	25	28	20	21	10	16	16	19	15	15

LOUIS HARRIS AND ASSOCIATES

Q.4

Table 6e

Perceived Appropriateness of Spending
On Various Aspects of Health Care

Age 50 or Over

Q.: As far as you know, thinking not about what you may spend personally but on the total amount of money being spent on (READ EACH ITEM) in (NAME OF COUNTRY), would you say this amount is too high, too low, or about right?

	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
	Age 50 or Over	Total	Age 50 or Over	Total	Age 50 or Over	Total	Age 50 or Over	Total	Age 50 or Over	Total	Age 50 or Over	Total	Age 50 or Over	Total
Base	2028	6036	340	1006	283	1026	299	1000	376	1002	351	1000	379	1002
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Amount Spent on:														
Hospitalization is:														
Too high	52	52	86	79	18	18	48	54	3	3	21	19	13	13
Too low	14	17	2	5	29	34	4	3	62	74	15	23	26	31
About right	23	24	10	14	36	34	27	29	22	17	49	47	42	39
Physicians is:														
Too high	48	49	76	72	22	24	42	47	4	6	30	33	9	9
Too low	7	9	1	3	10	12	1	3	34	43	4	7	17	19
About right	33	32	20	22	45	48	38	37	45	37	47	44	48	49
Treating patients who are terminally ill is:														
Too high	30	29	40	33	10	10	47	54	3	2	7	7	7	8
Too low	29	22	12	20	21	25	1	1	24	27	36	35	32	32
About right	29	31	35	37	36	35	15	16	24	27	36	35	32	32
Advanced medical technology is:														
Too high	27	27	32	27	10	9	46	56	3	3	9	10	7	6
Too low	17	22	13	19	28	34	2	2	51	58	21	26	24	30
About right	37	38	45	48	33	36	22	21	27	25	48	48	35	36

LOUIS HARRIS AND ASSOCIATES

Q.2

Table 7a

Overall Satisfaction By Sex

Q.: Overall, how satisfied would you say you are with the health care available to you and members of your household -- very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?

	Total			United States			Canada			Japan			Britain			Germany			Sweden		
	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
	6036	2563	3473	1006	442	564	1026	516	510	1000	350	650	1002	415	587	1000	433	567	1002	407	595
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Satisfied																					
Very	41	41	41	55	56	54	60	61	58	12	12	12	39	36	42	45	44	45	26	25	28
Somewhat	43	43	43	33	33	34	34	34	34	55	54	56	48	51	46	47	49	45	55	55	54
Not Satisfied																					
Not very	11	12	11	7	7	7	5	4	5	24	27	21	9	8	9	7	7	8	15	16	14
Not at all	3	3	3	3	3	3	1	2	1	3	3	3	3	4	3	*	*	1	3	4	3

*Less than 0.5%.

LOUIS HARRIS AND ASSOCIATES

Q.1a

Table 7b

The Importance of Various Factors
When It Comes To Health Care By Sex

"Absolutely Essential"

Q.: I'd like to ask you how you feel about different things people expect when it comes to health care. With respect to health care in general, for you and members of your household, how important is (READ EACH ITEM) -- is it absolutely essential, very important, somewhat important, or not important?

	Total			United States			Canada			Japan			Britain			Germany			Sweden		
	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
	6036	2563	3473	1006	442	564	1026	516	510	1000	350	650	1002	415	587	1000	433	567	1002	407	595
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
The opportunity for everyone to receive top-quality health care regardless of their income	48	46	50	49	44	53	58	53	62	42	41	44	59	60	57	38	37	39	67	65	69
Receiving health are of the best possible quality	39	36	41	46	41	50	55	52	58	20	19	22	51	52	50	27	26	27	54	53	55
Having enough personal control over decisions affecting your own medical care	33	33	34	42	41	43	39	36	41	25	26	23	31	33	30	20	20	20	31	26	36
Being able to get the most advanced tests, drugs, medical procedures, and equipment	33	31	34	39	35	43	42	39	44	28	29	27	34	33	33	16	16	16	31	29	34
Minimizing your personal out-of-pocket costs for health care	29	26	32	35	29	40	30	27	33	35	34	36	18	18	18	10	10	11	16	16	15
Not having to wait too long to get an appointment to see the doctor once you call	28	28	29	29	27	31	34	31	36	34	36	32	30	30	30	14	13	16	22	21	23
Being able to get elective surgery -- that's surgery for conditions that aren't immediately life-threatening -- promptly without much delay	17	15	19	21	17	25	21	19	23	8	7	10	25	27	23	11	10	12	20	6	24

LOUIS HARRIS AND ASSOCIATES

Q.1b

Table 7c

Satisfaction With Various Factors
When It Comes to Health Care By Sex

"Very Satisfied"

Q.: And with respect to the health care you and members of your household currently receive how satisfied are you when it comes to (READ EACH ITEM) -- would you say you are very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?

	Total			United States			Canada			Japan			Britain			Germany			Sweden		
	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
	6036	2563	3473	1006	442	564	1026	516	510	1000	350	650	1002	415	587	1000	433	567	1002	407	595
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Being able to get the most advanced tests, drugs, medical procedures, and equipment	40	40	39	58	59	58	48	47	49	16	16	15	30	28	33	27	29	26	24	25	23
Having enough personal control over decisions affecting your own medical care	39	39	40	56	55	57	52	52	53	17	20	15	32	32	31	29	24	33	19	20	18
Receiving health care of the best possible quality	41	39	42	55	51	58	55	56	54	16	17	14	39	37	41	35	36	35	33	38	28
Not having to wait too long to get an appointment to see the doctor once you call	42	40	44	55	54	57	52	52	53	21	7	24	41	36	45	37	36	38	21	23	20
Being able to get elective surgery for conditions that aren't immediately life-threatening -- promptly without much delay	33	33	32	50	52	49	32	29	34	12	10	13	23	21	24	22	22	22	23	24	23
Minimizing your personal out-of-pocket costs for health care	31	30	31	41	41	40	51	50	51	15	13	17	22	19	26	24	26	23	30	32	27
The opportunity for everyone to receive top-quality health care regardless of their income	31	32	30	38	39	36	50	50	51	21	23	19	20	20	20	29	30	29	27	27	26

LOUIS HARRIS AND ASSOCIATES

Q.3

Table 7d

Perceived Undertreatment By Sex

"Have Ever"

Q.: Have you or has a member of your household ever felt like you weren't getting enough care -- have you or they ever (READ EACH ITEM), or haven't you?

	Total			United States			Canada			Japan			Britain			Germany			Sweden		
	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
	6036	2563	3473	1006	442	564	1026	516	510	1000	350	650	1002	415	587	1000	433	567	1002	407	595
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Been discouraged from seeking medical treatment	20	19	21	21	20	22	22	20	24	26	24	27	12	12	13	12	13	11	6	4	8
Been unable to get all the diagnostic tests you needed	18	17	19	20	20	20	24	21	26	14	13	15	16	14	18	21	20	22	18	16	20
Been unable to see a specialist when you needed one	19	18	20	18	15	20	28	27	29	21	24	19	16	15	16	19	16	22	15	14	17

LOUIS HARRIS AND ASSOCIATES

Q.4

Table 7e

Perceived Appropriatness of Spending
On Various Aspects of Health Care by Sex

Q.: As far as you know, thinking not about what you may spend personally but on the total amount of money being spent on (READ EACH ITEM) in (NAME OF COUNTRY), would you say this amount is too high, too low, or about right?

	Six Countries			United States			Canada			Japan			Britain			Germany			Sweden		
	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
Base	6036	1006	1026	1006	442	564	1024	498	526	1000	484	516	1002	415	587	1000	433	567	1002	407	595
Amount Spent On:	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Hospitalization is:																					
Too high	52	49	54	79	75	83	18	15	20	54	49	58	3	2	3	19	24	15	13	17	9
Too low	17	18	17	5	7	4	34	33	35	3	4	2	74	71	75	23	22	24	31	28	34
About right	24	26	21	14	16	12	34	40	27	29	34	25	17	18	16	47	47	46	39	40	37
Physicians is:																					
Too high	49	47	51	72	68	75	24	25	23	47	43	51	6	8	4	33	34	32	9	10	8
Too low	9	10	9	3	4	3	12	13	10	3	5	1	43	42	43	7	7	7	19	18	21
About right	32	35	30	22	26	19	48	51	44	37	40	34	37	37	38	44	47	41	49	52	46
Treating patients who are terminally ill is:																					
Too high	29	29	29	33	33	34	10	10	10	54	54	55	2	3	2	7	8	7	8	9	7
Too low	22	21	23	20	20	21	25	26	25	1	1	1	52	48	55	37	37	37	27	23	32
About right	31	32	29	37	40	35	35	36	35	16	17	15	27	27	27	35	37	32	32	33	32
Advanced medical technology is:																					
Too high	27	26	28	27	26	28	9	10	8	56	53	58	3	3	3	10	8	11	6	6	7
Too low	22	23	21	19	20	18	34	36	32	2	3	1	58	59	57	26	26	26	30	35	25
About right	38	40	36	48	50	46	36	35	36	21	24	18	25	25	24	48	54	42	36	39	34

LOUIS HARRIS AND ASSOCIATES

Q.2

Table 8a

Overall Satisfaction

Lower Income

Q.: As far as you know, thinking not about what you may spend personally but on the total amount of money being spent on (READ EACH ITEM) in (NAME OF COUNTRY), would you say this amount is too high, too low, or about right?

	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total
Base	1056	6036	198	1006	205	1026	105	1000	251	1002	200	1000	97	1002
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Satisfied														
Very	40	41	45	55	60	60	13	12	40	39	47	45	24	26
Somewhat	42	43	37	33	31	34	56	55	49	48	43	47	48	55
Not satisfied														
Not very	9	11	7	7	6	5	19	24	7	9	7	7	21	15
Not at all	6	3	7	3	2	1	4	3	3	3	1	*	7	3

*Less than 0.5%.

LOUIS HARRIS AND ASSOCIATES

Q.1a

Table 8b

The Importance of Various Factors When It Comes To Health Care

Lower Income

"Absolutely Essential"

Q.: I'd like to ask you how you feel about different things people expect when it comes to health care. With respect to health care in general, for you and members of your household, how important is (READ EACH ITEM) -- is it absolutely essential, very important, somewhat important, or not important?

	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total
Base	1056	6036	198	1006	205	1026	105	1000	251	1002	200	1000	97	1002
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
The opportunity for everyone to receive top-quality health care regardless of their income	47	48	47	49	58	58	38	42	56	59	30	38	77	67
Receiving health are of the best possible quality	35	39	35	46	50	55	18	20	49	51	25	27	63	54
Having enough personal control over decisions affecting your own medical care	28	33	29	42	36	39	26	25	30	31	17	20	30	31
Being able to get the most advanced tests, drugs, medical procedures, and equipment	34	33	36	39	44	42	30	28	36	34	11	16	39	31
Minimizing your personal out-of-pocket costs for health care	30	29	35	35	31	30	32	35	24	18	11	10	31	16
Not having to wait too long to get an appointment to see the doctor once you call	27	28	24	29	43	34	35	34	31	30	12	14	26	22
Being able to get elective surgery -- that's surgery for conditions that aren't immediately life-threatening -- promptly without much delay	18	17	19	21	26	21	8	8	27	25	10	11	22	20

LOUIS HARRIS AND ASSOCIATES

Q.1b

Table 8c

Satisfaction with Various Factors
When It Comes To Health Care

Lower Income

"Very Satisfied"

Q.: And with respect to the health care you and members of your household currently receive how satisfied are you when it comes to (READ EACH ITEM) -- would you say you are very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?

	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
Base	Total Lower Income 1056 %	Total 6036 %	Total Lower Income 198 %	Total 1006 %	Total Lower Income 205 %	Total 1026 %	Total Lower Income 105 %	Total 1000 %	Total Lower Income 251 %	Total 1002 %	Total Lower Income 200 %	Total 1000 %	Total Lower Income 97 %	Total 1002 %
Being able to get the most advanced tests, drugs, medical procedures, and equipment	44	40	55	58	47	48	19	16	42	30	29	27	31	24
Having enough personal control over decisions affecting your own medical care	44	39	56	56	51	52	21	17	36	32	31	29	22	19
Receiving health care of the best possible quality	48	41	57	55	55	55	22	16	47	39	34	35	42	33
Not having to wait too long to get an appointment to see the doctor once you call	49	42	58	55	52	52	26	21	51	41	36	37	27	21
Being able to get elective surgery -- that's surgery for conditions that aren't immediately life-threatening -- promptly without much delay	36	33	51	50	33	32	13	12	26	23	21	22	21	23
Minimizing your personal out-of-pocket costs for health care	33	31	39	41	45	51	22	15	28	22	21	24	30	30
The opportunity for everyone to receive top-quality health care regardless of their income threatening -- promptly without much delay	36	31	40	38	50	50	31	21	26	20	31	29	25	27

LOUIS HARRIS AND ASSOCIATES

Q.3

Table 8d

Perceived Undertreatment

Lower Income

"Have Ever"

Q.: Have you or has a member of your household ever felt like you weren't getting enough care -- have you or they ever (READ EACH ITEM), or haven't you?

	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total
Base	1056	6036	198	1006	205	1026	105	1000	251	1002	200	1000	97	1002
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Been discouraged from seeking medical treatment	22	20	29	21	26	22	23	26	10	12	9	12	6	6
Been unable to get all the diagnostic tests you needed	22	18	27	20	27	24	15	14	16	16	13	21	25	18
Been unable to see a specialist when you needed one	22	19	26	18	28	28	18	21	12	16	17	19	22	15

LOUIS HARRIS AND ASSOCIATES

Q.4

Table 8e

Perceived Appropriateness of Spending
of Various Aspects of Health Care

Lower Income

Q.: As far as you know, thinking not about what you may spend personally but on the total amount of money being spent on (READ EACH ITEM) in (NAME OF COUNTRY), would you say this amount is too high, too low, or about right?

	Six Countries		United States		Canada		Japan		Britain		Germany		Sweden	
	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total	Total Lower Income	Total
Base	1056	6036	197	1006	205	1026	105	1000	251	1002	200	1000	97	1002
Amount Spent on:	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Hospitalization is:														
Too high	53	52	79	79	23	18	60	54	4	3	19	19	8	13
Too low	19	17	6	5	29	34	3	3	66	74	22	23	30	31
About right	20	24	12	14	34	34	18	29	21	17	47	47	[illegible]	39
Physicians is:														
Too high	52	49	76	72	29	24	53	47	6	6	30	33	10	9
Too low	9	9	3	3	12	12	1	3	33	43	6	7	18	19
About right	30	32	19	22	40	48	33	37	46	37	47	44	47	49
Treating patients who are terminally ill is:														
Too high	29	29	38	33	13	10	53	54	3	2	4	7	13	8
Too low	24	22	19	20	23	25	-	1	50	52	36	37	28	27
About right	32	31	36	37	36	35	18	16	29	27	40	35	27	32
Advanced medical Technology is:														
Too high	28	27	34	27	12	9	56	56	4	3	12	10	10	6
Too low	20	22	12	19	29	34	1	2	54	58	22	26	20	30
About right	41	38	50	48	36	36	20	21	30	25	50	48	36	36

LOUIS HARRIS AND ASSOCIATES

Q.2

Table 9a

Overall Satisfaction in the U.S. by Type of Insurance

Q.: Overall, how satisfied would you say you are with the health care available to you and members of your household -- very satisfied, not very satisfied, or not satisfied at all?

Base	Total 1006 %	Insured 958 %	Un-insured 46 %	Insurance Provided By Gov-ernment 201 %	Tradi-tional Insurance 531 %	Managed Care 271 %
Satisfied						
Very	55	57	29	58	54	58
Somewhat	33	33	40	30	36	33
Not Satisfied						
Not very	7	7	11	8	7	7
Not at all	3	3	17	3	3	2

Q.1a

Table 9b

The Importance of Various Factors When It Comes to Health Care in the U.S. by Type of Insurance

"Absolutely Essential"

Q.: I'd like to ask you how you feel about different things people expect when it comes health care. With respect to health care in general, for you and members of your households, how important is (READ EACH ITEM) -- is it absolutely essential, very important, somewhat important, or not important?

Base	Total 1006 %	Insured 958 %	Un-insured 46 %	Insurance Provided By Gov-ernment 201 %	Tradi-tional Insurance 531 %	Managed Care 271 %
The opportunity for everyone to receive top-quality health care regardless of their income	49	48	55	40	51	50
Receiving health care of the best possible quality	46	46	39	33	49	50
Having enough personal control over decisions affecting your own medical care	42	43	30	28	47	39
Being able to get the most advanced tests, drugs, medical procedures, and equipment	39	38	46	27	39	42
Minimizing your personal out-of-pocket costs for health care	35	34	46	26	36	33
Not having to wait too long to get an appointment to see the doctor once you call	29	29	28	28	30	29
Being able to get elective surgery -- that's surgery for conditions that aren't immediately life-threatening -- promptly without much delay	21	21	21	17	22	22

Q.1b

Table 9c

Satisfaction with Various Factors When It Comes to Health Care in the U.S. by Type of Insurance

"Very Satisfied"

Q.: And with respect to the health care you and members of your household currently receive how satisfied are you when it comes to (READ EACH ITEM) -- would you say you are very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?

Base	Total 1006 %	Insured 958 %	Un-insured 46 %	Insurance Provided By Gov-ernment 201 %	Tradi-tional Insurance 531 %	Managed Care 271 %
Being able to get the most advanced tests, drugs, medical procedures, and equipment	58	59	51	63	57	56
Having enough personal control over decisions affecting your own medical care	56	57	39	65	54	58
Receiving health care of the best possible quality	55	56	36	61	56	53
Not having to wait too long to get an appointment to see the doctor once you call	55	56	51	62	55	52
Being able to get elective surgery for conditions that aren't immediately life-threatening -- promptly without much delay	50	50	52	57	52	44
Minimizing your personal out-of-pocket costs for health care	41	41	29	46	38	43
The opportunity for everyone to receive top quality health care regardless of their income	38	39	25	45	37	34

Q.3

Table 9d

Perceived Undertreatment in the U.S. by Type of Insurance

"Have Ever"

Q.: Have you orhas a member of your household ever felt like you weren't getting enough care -- have you or they ever ever (READ EACH ITEM), or haven't you?

Base	Total 1006 %	Insured 958 %	Un-insured 46 %	Insurance Provided By Gov-ernment 201 %	Tradi-tional Insurance 531 %	Managed Care 271 %
Been discouranged from seeking medical treatment	21	20	43	21	21	16
Been unable to get all the diagnostic tests you needed	20	19	34	23	19	15
Been unable to see a specialist when you needed one	18	17	30	21	17	14

Q.4

Table 9e

Perceived Appropriateness of Spending on Various Aspects of Health Care in the U.S. by Type of Insurance

Q.: As far as you know, thinking not about what you may spend personally but on the total amount of money being spent on (READ EACH ITEM) in (NAME OF COUNTRY), would you say this amount is too high, too low, or about right?

	Total	Insured	Un-insured	Insurance Provided By Gov-ernment	Tradi-tional Insurance	Managed Care
Base	1006	958	46	201	531	271
Amount spent on:	%	%	%	%	%	%
Hospitalization is:						
Too high	79	80	72	78	81	77
Too low	5	5	9	5	4	8
About right	14	13	15	16	13	14
Physicians is:						
Too high	72	72	69	72	73	68
Too low	3	3	11	3	2	4
About right	22	22	20	23	22	26
Treating patients who are terminally ill is:						
Too high	33	32	49	35	31	31
Too low	20	20	20	16	21	22
About right	37	38	26	37	41	39
Advanced medical technology is:						
Too high	27	27	31	33	27	23
Too low	19	20	12	12	18	27
About right	48	47	52	48	51	44

Methodology

This research was conducted by telephone among representative cross-sections of the adult population in each of the six countries as indicated below:

Country	Sample Size	Field Dates
United States	1006	October 1-10, 1990
Canada	1026	September 23-October 10, 1990
Japan	1000	September 30-October 7, 1990
Britain	1002	October 1-24, 1990
Germany	1000	October 1-24, 1990
Sweden	1002	October 1-24, 1990

Weighting was carried out on age, race, sex, and education in the U.S. to conform the sample to the parameters of the adult population. In other countries weighting was carried out on age, sex, income or other demographic categories as appropriate.